



State of California • Department of General Services • Gray Davis, Governor

**P R O C U R E M E N T   D I V I S I O N**

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**STATE OF CALIFORNIA  
MASTER PURCHASE AGREEMENT (MPA)  
SUPPLEMENT #4 - EFFECTIVE DATE: DECEMBER 2, 2002**

Read Supplement #1, #2, #3 and the [Original User Guide](#)

**CONTRACTORS AND CONTRACT NUMBERS:**

CompuCom, Inc. - #1-01-70-01  
GE Capital IT Solutions - #1-01-70-02  
Marketware Technologies - #1-01-70-03

For additional information on this MPA log on to [www.calstore.ca.gov](http://www.calstore.ca.gov)

**SERVICE: COMPUTER GOODS AND RELATED SERVICES**

**CONTRACT TERM: OCTOBER 1, 2001 THROUGH SEPTEMBER 30, 2003**  
(with the ability to extend two additional one-year terms)

**DISTRIBUTION CODE:**

1-POSTED ELECTRONICALLY ON DGS/PD/MACS UNIT INTERNET SITE  
2-HARD COPY MAILING TO Q-1 LIST - STATE AND LOCAL GOVERNMENT AGENCY  
3-HARD COPY MAILING TO THE 3 MPA CONTRACTORS

This MPA User Guide is available on the DGS Procurement Division Internet web page:  
[www.dgs.ca.gov/pd](http://www.dgs.ca.gov/pd) and [www.calstore.ca.gov](http://www.calstore.ca.gov)

The purpose of this supplement is to incorporate the applicable changes to the User Guide as affected by the MM 02-19, and all revisions. All applicable instructions and attachments from the Management Memo are included in the Guide.

**DEPT. OF GENERAL SERVICES-PROCUREMENT DIVISION**

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**DIANA LaBONTE, MANAGER, TECHNOLOGY ACQUISITIONS**

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-STORE**

### **I. CONTRACTOR SPECIFIC CONTACT INFORMATION**

This MPA offers choices of three Contractors who have been selected and awarded a contract via the DGS 9014 Request for Proposal (RFP) process.

#### **CompuCom, Inc.**

**Contract #1-01-70-01**

General Manager - Rich Shuba  
Voice - 916-369-9970  
Fax - 916-854-1813  
Email - [rshuba@compucom.com](mailto:rshuba@compucom.com)  
10415 Old Placerville Road, Ste. 235  
Sacramento, CA 95827  
Toll free # - 800-915-9373  
Customer Accounts: 800-400-9852  
Electronic catalog link - <http://soc.compucom.com>

#### **GE Capital IT Solutions**

**Contract #1-01-70-02**

General Manager - Dawn Lewis  
Voice - 916-608-9601  
Fax - 877-774-0357  
Email - [dawn.lewis@gecits.ge.com](mailto:dawn.lewis@gecits.ge.com)  
10901 Gold Center Drive, Suite 225  
Rancho Cordova, CA 95670  
Toll free # - 877-874-4382  
Electronic catalog link - <http://www.gepcdirect.com/dgs>

#### **Marketware Technologies**

**Contract #1-01-70-03**

General Manager - Jean-Paul Taylor  
Voice - 916-925-3337  
Fax - 916-925-4877  
Email - [jtaylor@marketwareinc.com](mailto:jtaylor@marketwareinc.com)  
819 Striker Ave., Ste. 16  
Sacramento, CA 95834  
Toll free # - 866-468-4848 (866-GOV-IT4U)  
Electronic catalog link - <http://www.govIT4U.com>

### **II. DGS CONTACTS**

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## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **II. INTRODUCTION AND GENERAL INFORMATION**

The California State Computer Store contract has existed since 1986. This contract has had many improvements over the past 16 years, and now has the branding of "CAL-Store." Please review this guide and feel free to contact the DGS or the individual Contractors listed on Page 2. The 2001 MPA for CAL-Store, offering computer hardware and software and information technology related services, provides state agencies, cities, counties, special districts, educational and other public entities with an online catalog for one-stop information technology shopping. The awarded Contractors can help you achieve a streamlined procurement approach.

**NOTE to LOCAL GOVERNMENT AGENCIES:** Special information regarding local government agency usage of this MPA can be found at the end of this guide.

#### **A. *WEB LINK***

- Provides a web link to each Contractor's site that gives real time offers, via an Internet based electronic catalog.
- Provides direct electronic mail communication.
- Provides an electronic order tracking system.

#### **B. *VENDOR CONTACT/SUPPORT SERVICES***

- **Skilled assistance** - provides multiple Contractors, who have a contractual commitment to provide full-time staff focused to this MPA. This MPA requires the assignment of a general manager, who is the primary contact, and designated technical consultants and network system engineers. These required assignments are based on specific skill sets and abilities that are evaluated and approved by the DGS.
- **Free contact** - provides a toll free telephone number with a commitment to a timely response.
- **Network expertise** - provides vendor staff who can support network related projects, including network management and troubleshooting, as well as a Network planning questionnaire to assist client agencies in defining their networking needs.
- **Integration service** - provides vendor staff that can assist in integration services that may include internal add-on boards/equipment, operating system, application software and burn-in of system equipment at the rates identified in the contract. Also provides client agencies with support in network related projects that includes network management and network troubleshooting, as well as a network planning questionnaire to assist client agencies in defining their networking needs.
- **Guaranteed warranty** - provides an uplift warranty service that may include onsite warranty services at rates identified in the contract.

#### **C. *MPA CONTRACT SPECIFICS***

- Provides an electronic copy of each contract awarded under this MPA. Agencies can request a diskette of the contract document(s) from the contract administrator or from the Contractor. For consolidation purposes, the Contractor may provide a summarized version of Attachment 8 – Pricing. Variance of model contract terms is allowed only with the DGS approval.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

- There is no maximum order limit on the MPA; however, it does require a minimum order of \$25.00.
- While there is no ordering cap on the contract, orders exceeding \$500,000 must be reported to the DGS (CAL-Store Contract Manager) prior to issuance of the purchase order.
- All orders exceeding \$250,000 must be reported to the DGS within five working days using the Notice of Contract Award form.
- If the GS \$SMART program is utilized for financing on orders over \$250,000, then the DGS-PD approval is required before award of the order.
- Contractors are not limited to the models or brands originally proposed at the time of final proposal. Contractors may provide all current models for the manufacturer by category proposed in the final response.
- Contractors, by approved amendment(s), may add additional services and manufacturers by category.
- Provides the ability to purchase new products as soon as they become available.
- Provides for a fifteen day return right for hardware and software purchases. (Some restrictions may apply.)
- Provides client agencies the ability to take credit for the use of a small business or DVBE in order to meet state reporting requirements.
- Provides for detailed reports submitted directly to DGS by the Contractors for all orders placed under this MPA. (NOTE: ordering agencies do not send a copy of the order to DGS). However, for orders exceeding \$250,000, a copy of the order, with a Notice of Contract Award, must be sent to the DGS within five days of contract execution pursuant to Management Memo 02-19.

This MPA expedites the process agencies use to procure computer goods and related services. The ordering agency reviews this MPA's contractual terms and conditions (available on the DGS/PD/MACS homepage). The ordering agency also identifies the program's needs and documents the scope of the order by using the Contractor's electronic catalog to identify the goods and related services needed. The agency then prepares the Form 65, based on the Contractor's offer, sends the order form to the Contractor and gets delivery of the goods and related services needed. The ordering agency manages the ordering processes, accepts the goods and related services and pays the Contractor. If you need assistance in the development of your order, each Contractor has staff available to assist you.

This user guide is designed to help the ordering agency with the final selection of a Contractor. In addition to procedures listed in this user guide, the ordering agency's internal contract procedures also must be followed.

### **III. MPA AGREEMENT RULES**

#### **A. ORDER LIMITS**

Effective immediately, all orders are subject to Management Memo 02-19, and all revisions, where applicable. For all orders under this contract, the ordering agency is not required to obtain three offers. Approval by the Department Director

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

or immediate next ranking official is required for orders over \$250,000. For orders exceeding \$500,000, the ordering agency must notify the DGS (CAL-Store Contract Manager) prior to issuance of the purchase order. There is a minimum order limit of \$25.00 for each purchase order.

### **B. ORDERING INSTRUCTIONS – DOLLAR THRESHHOLDS**

For orders over \$500,000, the department must provide a memo to the DGS prior to the issuance of the purchase order. The DGS will review this information to validate that the department obtained best value for the state. The department documentation should include the following information:

- Identify the need for the goods and/or services and the dollar value of the impending purchase order.
- Explain how the department has determined that issuance of a purchase order to this particular contractor makes good business sense and how best value for the department has been achieved.

The DGS will review the submitted documentation. Upon agreement with the content, the DGS will issue a letter concurring with the department's recommendation, thereby allowing issuance of the purchase order by the department.

### **C. RESTRICTIONS**

For state agencies, the guidelines for orders exceeding \$500,000 must be followed. These guidelines are stated in IIIA, above.

### **D. PROCUREMENT GUIDELINES/RULES/APPROVALS/CERTIFICATION**

1. GUIDELINES/RULES - Ordering agencies must follow all applicable state mandated guidelines, e.g., State Administrative Manual, Management Memos, Agency Directives, California Acquisition Manual and California Codes.
2. All state agencies must comply with all the applicable instructions and attachments of Management Memo 02-19, and all revisions, when ordering through the MPA. This includes the requirement that the state agencies must submit a Notice of Contract Award to the DGS within five days of the award for orders over \$250,000.
3. APPROVAL - This MPA does not waive the Department of Finance (DOF) approval requirements in accordance with the policies and procedures, as defined in Volumes I and II of the State Information Management Manual (SIMM).
4. CERTIFICATION - A signed certification of compliance with state information technology policies is required for all information technology procurements that cost \$10,000 or more and are in support of a development effort. Development is defined in SAM Section 4819.2 as, "Activities or costs associated with the analysis, design, programming, staff training, data conversion, acquisition and implementation of new information technology activities." Procurements of hardware, software and services (including interagency agreements) are included in this requirement.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

A certification is not required for:

1. Procurements for less than \$10,000;
2. Procurements limited only to maintenance services;
3. Procurements in support of previously approved efforts. See SAM Section 4819.40;
4. Procurement of services to conduct a feasibility study, provided the services are limited to supporting or conducting the feasibility study and/or preparing the feasibility study report (SAM Sections 4927 and 4928); or
5. Procurements of/for excluded activities as described in SAM Section 4819.32.

### **E. ORDERING AGENCY'S CONTRACT FILE**

All necessary documents in support of an individual order must be put in the ordering agency's contract file. This includes all certification, approvals and other documents in support of an individual order. From the DGS/PD/MACS web site, the ordering agency can download the contract terms and conditions onto a disk for inclusion in the contract file.

### **F. PRICING**

The MPA pricing is available on-line at the web site address listed for each Contractor (please refer to the cover page for the web addresses). This MPA is a cost + margin (%) contract. This means the Contractors' line item price on their web sites is calculated using the approved formula that adds the contract margin percentage to their cost from their manufacturer/distributor.

### **G. PAYMENT**

State agencies must comply with Government Code § 927, and must pay undisputed invoices within the required timeframe.

### **H. DEPARTMENT OF GENERAL SERVICES ADMINISTRATIVE FEE**

The DGS charges the users of this MPA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. The DGS annually sets the percentage for such administrative fee. Agencies using this MPA should check the DGS web site for current rates.

The DGS administrative fee is currently set at **1.93%** of the contracted amount. The DGS will bill the state agencies directly for the administrative fee. The Contractors will include the administrative fee on local government agencies' invoices only.

### **I. DISABLED VETERAN BUSINESS ENTERPRISE--TRACKING**

The Disabled Veteran Business Enterprise (DVBE) participation for this MPA is Good Faith Effort. This contract allows for a DVBE pass through credit whenever the Contractor uses a DVBE to fulfill any portion of the ordering agency's purchase order. The Contractor will provide the ordering agency with the name of the DVBE used and the dollar credit that the ordering agency can apply toward their DVBE goal.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **J. SMALL BUSINESS - TRACKING**

This contract allows for a Small Business pass through credit whenever the Contractor uses a Small Business to fulfill any portion of the ordering agency's purchase order. The Contractor will provide the ordering agency with the name of the Small Business used and the dollar credit that the ordering agency can apply toward its Small Business goal.

### **K. SMALL BUSINESS/DVBE PASS THROUGH PROCESS**

1. The pass through credit that an ordering agency can claim toward its preference requirements is the total dollar amount of the award made to the Small Business or DVBE.
2. The Contractor will provide an ordering agency with the following information at the time the order is quoted:
  - The Contractor will state that, as the prime Contractor, it shall be responsible for the overall execution of the fulfillment of the order.
  - The Contractor will indicate to the ordering agency how the order meets the preference, as follows:
    - (a) Name of the company that is certified by the Small Business Opportunity Program;
    - (b) List the Small Business Certificate number and attach the Certificate;
    - (c) List the DVBE Certificate number and attach the Certificate; and
    - (d) Indicate the total dollar amount of the order that can be applied for preferences purposes (when applicable, the total amount is calculated using the unit award dollar amount multiplied by the total quantity).
3. Steps (a) through (d) are repeated, if more than one Small Business or DVBE company is used.
4. The ordering agency's Purchase Order must be addressed to the Prime Contractor, and the Purchase Order must reference the information provided by the Prime Contractor from the quotation as outlined above.

### **L. EXECUTING THE MPA ORDER**

1. The ordering agency defines the project scope to determine which goods and related services are needed, checks the electronic catalog and contacts a CAL-Store Contractor to receive an offer. Then the ordering agency completes a Form 65 (Contract/Delegation Purchase Order), including all pertinent information for each individual order issued against the MPA, and sends the Form 65 to the selected Contractor. The ordering agency must send a copy of the Form 65 to the DGS to the attention of the Data Management Unit. NOTE: The ordering agency must follow its own individual department/agency contracting procedures when using this MPA.

### **M. LOCAL GOVERNMENT AGENCY REQUIREMENTS**

1. Local government agencies should use their own ordering forms or purchasing cards to place an order through any of the CAL-Store Contractors.
2. Local government agencies may make payments according to their statutory requirements.

### **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

3. DEPARTMENT OF GENERAL SERVICES ADMINISTRATIVE FEE—the DGS charges the users of this MPA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. The DGS annually sets the percentage for the administrative fee. Agencies using this MPA should check the DGS web site for current rates. The DGS administrative fee is not included in the Contractors' hourly rates for this MPA. SPECIAL NOTE: Local government agencies must agree to the state's administrative fee to the Contractor who then remits the money to the state. NOTE: Local government agency orders will include the DGS fee as a separate invoice line item, and the Contractor will bill, collect and transmit the administrative fee collected from LOCAL GOVERNMENT AGENCIES ONLY to the state.
4. The State of California's preference programs and DVBE participation goals do not apply to orders issued by local government agencies.
5. While the State of California makes this MPA available to local government agencies, each local government agency should make its own determination whether using this contract is consistent with its procurement policies and regulations.